

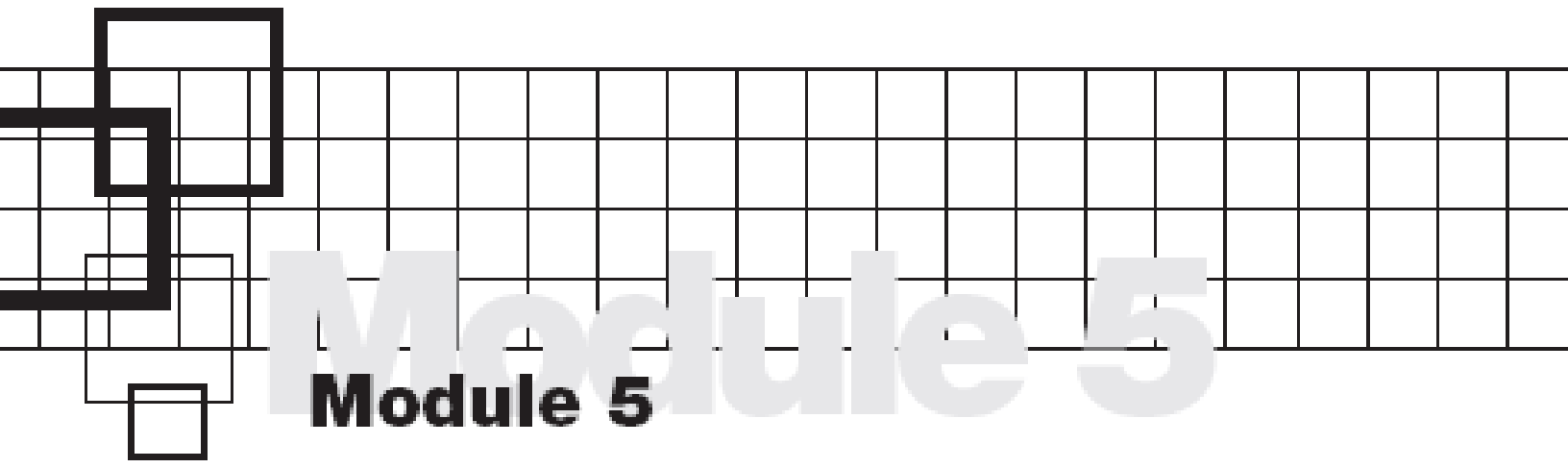


# LEADER GUIDE

## BUILDING A **Safe Workplace** COMMUNITY

**AN EMPLOYER'S GUIDE TO UNDERSTANDING CULTURAL  
IMPACTS IN HEALTH AND SAFETY**





# Module 5

**Module 5**



# Building A Safe Workplace Community

## An Employer's Guide to Understanding Cultural Impacts in Health and Safety

---

### Module 5: Barriers

Method	Training Resource	Explanation	Time
Presentation	<ul style="list-style-type: none"> <li>PP Slide #1 – <i>BSWC: Barriers</i></li> </ul>	Welcome to <i>Module 5: Barriers</i> .	1 – 2 mins.
Presentation	<ul style="list-style-type: none"> <li>PP Slide #2 – <i>Objectives of Module</i></li> </ul>	State objectives of the module.	3 – 5 mins.
Presentation	<ul style="list-style-type: none"> <li>PP Slide #3 – <i>Barrier #1: Culture Shock</i></li> <li>PP Slide #4 – <i>Culture Shock: A Definition</i></li> <li>PP Slides #5 &amp; 6 – <i>The Feeling of Culture Shock</i></li> </ul>	<p><b><u>Barrier #1: Culture Shock</u></b></p> <p>Review PP Slide #3 – <i>Barrier #1: Culture Shock</i>, PP Slide #4 – <i>Culture Shock: A Definition</i>, and PP Slides #5 &amp; 6 – <i>The Feeling of Culture Shock</i>. Use the information on page 28 of the manual to expand on the ideas presented in the slides.</p>	5 mins.
Presentation		<p><b><u>Examples of Culture Shock</u></b></p> <p>Provide a personal story of when you experienced culture shock and how you felt when you experienced it. (You can use an example from <i>The Leader's Guide</i> if you prefer.)</p> <p>For example:</p> <ul style="list-style-type: none"> <li>Moving to a city from a small town and having to adjust to traffic, crowds of people, seeing people that you do not know.</li> <li>Being a white person in African village. People stare at you and treat you as a curiosity piece because you eat differently, dress differently, behave differently and talk a different language.</li> </ul>	10 mins.
Activity & Discussion		<ol style="list-style-type: none"> <li>Ask the participants the following questions, and discuss as a group: <ul style="list-style-type: none"> <li>What happens to the body when you experience culture shock?</li> <li>How do you feel (emotionally) when you experience culture shock?</li> <li>How do these symptoms interfere with the use of safe practices on the job?</li> </ul> </li> <li>Encourage comments, questions, discussion.</li> </ol>	
Presentation & Discussion	<ul style="list-style-type: none"> <li>PP Slide #7 – <i>New Canadian from the Philippines (Image/Audio)</i></li> <li>Flipchart</li> </ul>	<ol style="list-style-type: none"> <li>Show/play PP Slide #7 – <i>A New Canadian from the Philippines</i> <b>Click icon to play audio.</b> <ul style="list-style-type: none"> <li>Note: Audio is of a male Filipino speaking.</li> </ul> </li> <li>Ask the participants how they think: <ul style="list-style-type: none"> <li>He feels</li> <li>His experience and feelings would affect his work</li> </ul> </li> <li>Summarize (on the flipchart), and discuss some of the feelings he may experience.</li> </ol>	

## Building A Safe Workplace Community

### An Employer's Guide to Understanding Cultural Impacts in Health and Safety

Method	Training Resource	Explanation	Time
Presentation and Discussion	PP Slide #8 – Some Possible Effects of Culture Shock	Use the slide to summarize the discussion about culture shock	
Presentation, Activity & Discussion	<ul style="list-style-type: none"> <li>PP Slide #9 – <i>Barrier 2: Stress (Image/Audio)</i></li> </ul>	<p><b><u>Barrier #2: Stress</u></b></p> <ol style="list-style-type: none"> <li><b>Show/play</b> PP Slide #9 – <i>Barrier #2: Stress</i> <b>Click icon to play audio.</b> Use the information on page 28 of the manual to expand on the ideas presented in the slides. <ul style="list-style-type: none"> <li>Note: Audio is of a new Canadian speaking about experiences at a new job.</li> </ul> </li> <li>Ask the participants how they think his feelings of stress would affect his work.</li> <li>Record the responses on the flipchart and discuss.</li> </ol>	3 mins.
Activity & Discussion	<ul style="list-style-type: none"> <li>Flipchart</li> </ul>	<ol style="list-style-type: none"> <li>Ask the participants to provide examples of the symptoms of stress: <ul style="list-style-type: none"> <li>What happens to the body when you experience stress?</li> <li>What happens to the mind when you experience stress?</li> <li>How could these symptoms interfere with the use of safe practices on the job?</li> </ul> </li> <li>Record the examples on the flipchart and discuss.</li> </ol>	10 – 15 mins.
Presentation	<ul style="list-style-type: none"> <li>PP Slide #10 – <i>Possible Side Effects of Stress</i></li> </ul>	<ol style="list-style-type: none"> <li>Summarize the exercise by presenting the information on PP Slide #10 – <i>Possible Side Effects of Stress</i>.</li> <li>Ask participants if they can think of other possible side effects of stress.</li> </ol>	
Presentation Activity & Discussion	<ul style="list-style-type: none"> <li>PP Slide #11 – <i>Barrier #3 – English as an Additional Language (Image/Audio)</i></li> <li>Flipchart</li> </ul>	<p><b><u>Barrier #3: English as an Additional Language</u></b></p> <ol style="list-style-type: none"> <li><b>Show/play</b> PP Slide #11 – <i>Barrier #3 – English as an Additional Language</i> <b>Click icon to play audio.</b> Use the information on page 29 of the manual to expand on the ideas presented in the slide. <ul style="list-style-type: none"> <li>Note: Audio is of a new Canadian's struggles with English as a second language, at work.</li> </ul> </li> <li>Ask the participants: <ul style="list-style-type: none"> <li>How do you think the new Canadian felt, given his lack of confidence with English?</li> <li>How do you think his feelings might affect his work, and workplace safety?</li> </ul> </li> <li>Record the responses on the flipchart and discuss.</li> </ol>	5 mins.
Presentation	<ul style="list-style-type: none"> <li>PP Slide #12 – <i>Language Problems on the Job</i></li> </ul>	<p>To summarize the topic of language as a barrier, review the information on PP Slide #12 – <i>Language Problems on the Job</i>.</p> <ul style="list-style-type: none"> <li>Emphasize that stress and culture shock that can be a result of a language barrier, even in the workplace, and that this stress and culture shock can affect workplace safety.</li> </ul>	5-10 mins.

## Building A Safe Workplace Community

### An Employer's Guide to Understanding Cultural Impacts in Health and Safety

Method	Training Resource	Explanation	Time
Presentation, Activity & Discussion	<ul style="list-style-type: none"> <li>PP Slide #13 – <i>Fear of Job Loss (1)</i> (Image/Audio)</li> <li>Flipchart</li> </ul>	<p><b>Barrier #4: Fear of Job Loss</b></p> <ol style="list-style-type: none"> <li><b>Show/play</b> PP Slide #13 – <i>Fear of Job Loss (1)</i> <b>Click icon to play audio.</b> Use the information on page 29 of the manual to expand on ideas presented in the slide. <ul style="list-style-type: none"> <li>Note: Audio is of a new Canadian speaking about fear of losing their new job in Canada.</li> </ul> </li> <li>Ask the participants: <ul style="list-style-type: none"> <li>How do you think the new Canadian would feel given his fear of job loss?</li> <li>How do you think this fear might affect his work and workplace safety?</li> </ul> </li> <li>Record the responses on the flipchart and discuss.</li> </ol>	3-5 mins.
Presentation	<ul style="list-style-type: none"> <li>PP Slide #14 – <i>Fear of Job Loss (2)</i></li> </ul>	<p>To conclude the topic of fear of job loss, review the information on PP Slide #14 – <i>Fear of Job Loss (2)</i>.</p> <ul style="list-style-type: none"> <li>Emphasize that stress can be a result of the fear of losing a job, and that the symptoms of stress can affect workplace safety.</li> <li>Ask for any additional comments or questions.</li> </ul>	5 mins.
Presentation, Activity & Discussion	<ul style="list-style-type: none"> <li>PP Slide #15 – <i>Lack of Access to Knowledge (1)</i> (Image/Audio)</li> <li>Flipchart</li> </ul>	<p><b>Barrier 5: Lack of Access to Knowledge</b></p> <ol style="list-style-type: none"> <li><b>Show/play</b> PP Slide # 15 – <i>Lack of Access to Knowledge (1)</i> <b>Click icon to play audio.</b> Use the information on page 29 of the manual to expand on ideas presented in the slide. <ul style="list-style-type: none"> <li>Note: Audio is of a new Canadian speaking about their confusion regarding access to training and information in the workplace.</li> </ul> </li> <li>Ask the participants: <ul style="list-style-type: none"> <li>How do you think the new Canadian feels, due to his lack of knowledge?</li> <li>How do you think his feelings might affect his work and workplace safety?</li> </ul> </li> <li>Record the responses on the flipchart and discuss.</li> </ol>	3-5 mins.
Presentation	<ul style="list-style-type: none"> <li>PP Slide #16 – <i>Lack of Access to Knowledge (2)</i></li> </ul>	<p>To conclude the topic of lack of access to knowledge, review the information on PP Slide #16 – <i>Lack of Access to Knowledge (2)</i>.</p> <ul style="list-style-type: none"> <li>Emphasize that stress can be a result of a lack of access to knowledge, and that the symptoms of stress can affect workplace safety.</li> <li>Ask for any additional comments or questions.</li> </ul>	5 mins.

## Building A Safe Workplace Community

### An Employer's Guide to Understanding Cultural Impacts in Health and Safety

Method	Training Resource	Explanation	Time
Presentation, Activity & Discussion	<ul style="list-style-type: none"> <li>PP Slide# 17 – <i>Lack of Management Support (Image/Audio)</i></li> <li>Flipchart</li> </ul>	<p><b>Barrier #6: Lack of Management Support</b></p> <ol style="list-style-type: none"> <li><b>Show/play</b> PP Slide# 17 – <i>Lack of Management Support</i> <b>Click icon to play audio.</b> Use the information on page 29 of the manual to expand on the ideas presented in the slide. <ul style="list-style-type: none"> <li>Note: Audio is of new Canadian expressing his confusion and need for more support.</li> </ul> </li> <li>Ask the participants: <ul style="list-style-type: none"> <li>How do you think the new Canadian would feel given his lack of knowledge and need for further support?</li> <li>How do you think his feelings might affect his work and workplace safety?</li> </ul> </li> <li>Record the responses on the flipchart and discuss.</li> </ol>	3-5 mins.
Presentation & Discussion	PP Slide #18 – <i>Best Practices</i>	<ol style="list-style-type: none"> <li>Review the points on PP Slide #18 – <i>Best Practices</i>.</li> <li>After each point, ask participants if they have any questions/discussion.</li> <li>At the end of the points, ask participants if they have any questions/discussion.</li> </ol>	10 – 15 mins.
Presentation & Discussion	<ul style="list-style-type: none"> <li>PP Slide #19 – <i>Canadian Supervisor (Image/Audio)</i></li> </ul>	<ol style="list-style-type: none"> <li><b>Show/play</b> PP Slide #19 – <i>Canadian Supervisor</i> <b>Click icon to play audio.</b> <ul style="list-style-type: none"> <li>Note: Audio is of a Canadian supervisor speaking about inclusion in the workplace.</li> </ul> </li> <li>Ask the participants for their thoughts on the approach this supervisor takes with their employees.</li> <li>Ask the participants for any personal examples.</li> </ol>	
Presentation & Discussion	<ul style="list-style-type: none"> <li>PP Slide #20 – <i>Workplace Health and Safety Coordinator (Image/Audio)</i></li> </ul>	<ol style="list-style-type: none"> <li><b>Show/play</b> PP Slide #20 – <i>Workplace Health and Safety Coordinator</i> <b>Click icon to play audio.</b> <ul style="list-style-type: none"> <li>Note: Audio is of a Workplace Health and Safety Coordinator talking about cultural needs and workplace safety.</li> </ul> </li> <li>Ask the participants for their thoughts on this slide; ask if anyone can give an example of safety policies in their workplace that may have been amended to accommodate a cultural difference.</li> </ol>	
Optional Activity & Discussion*	<ul style="list-style-type: none"> <li>Handout #1 – <i>Optional Cultural Awareness Questionnaire</i></li> </ul>	<ol style="list-style-type: none"> <li>Distribute Handout #1 - <i>Optional Cultural Awareness Questionnaire</i>.</li> <li>Ask the participants to complete the questionnaire (or complete it as a group).</li> <li>Once complete, discuss the participants' responses as a group.</li> <li>Encourage additional questions/discussion.</li> </ol> <p><b>*Note:</b> The <i>Cultural Awareness Questionnaire</i> is optional, and can be completed at the end of any of the BSWC modules.</p>	

**Building A Safe Workplace Community**  
**An Employer's Guide to Understanding Cultural Impacts in Health and Safety**

---

<b>Method</b>	<b>Training Resource</b>	<b>Explanation</b>	<b>Time</b>
Presentation & Activity	<ul style="list-style-type: none"><li>• Handout #1 – <i>Module Evaluation Form</i></li><li>• Flipchart</li></ul>	<ol style="list-style-type: none"><li>1. Distribute Handout #3 – <i>Module Evaluation Form</i> to each participant.</li><li>2. Have each participant complete Handout #3, and hand them in.</li><li>3. Ask the participants what they found most useful about the module.</li><li>4. Record the responses on the flipchart.</li><li>5. Ask if anyone has any questions/comments.</li></ol>	

## Building A Safe Workplace Community

### An Employer's Guide to Understanding Cultural Impacts in Health and Safety

---

#### Module 5: Barriers – Handout #1 (Optional Activity – Can Be Completed at the End of Any of the BSWC Modules)

##### *Optional Cultural Awareness Questionnaire*

	Yes	No
1. I understand that <b>not</b> making eye contact can be a way of showing respect, not a lack of assertiveness.		
2. I understand that when employees continuously address me by my surname, it is often culturally correct.		
3. I know different cultural values and behaviours may influence my perception of a person's competence and understanding		
4. I know that some cultures use a strong handshake as a gesture to communicate warmth, and friendliness and to say hello or good-bye whereas other cultures use a soft handshake to communicate the same message.		
5. I understand vagueness in answering a questions can be culturally correct with some employees		
6. I understand at least some new Canadian workers may not want to report safety concerns for fear of losing their job.		
7. I realize the loudness or softness with which people talk is often cultural		
8. I know workplace health and safety materials need to be visually rich and in plain language to help all employees understand how to be safe.		
I realize when we provide safety orientation, new workers may not have understood or realized that what they were being told was intended to be safety training.		
I understand all departments in the workplace – human resources/safety coordinator/direct supervisor – need to communicate the same messages to new workers		
I understand people from some cultures will feel superstitious about potential injuries.		

Building A Safe Workplace Community  
An Employer's Guide to Understanding Cultural Impacts in Health and Safety

---

**Module 5: Barriers – Module Evaluation – Handout #2**

1. For each statement below, please mark an X in one of the boxes to indicate your response.

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
The information was presented effectively.					
The information was practical.					
The module topics were useful.					
The module was too short.					
The module was too long.					
The material was clear and understandable.					

2. On a scale of 1 – 5, with 5 being the highest score, please indicate your overall satisfaction with the module.

1	2	3	4	5
---	---	---	---	---

3. Do you have any suggestions for improving the module? If so, please list them below.

---

---

---